



**RESPONSE UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
EXAMINING ART GROUP 2126**

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of)
BRIAN P. ANDERSON) Art Unit: 2126
Application No.: 09/740,443) Examiner: Lechi Truong
Filed: December 19, 2000) Paper No.: 4
For: SYSTEM AND METHOD FOR)
PERFORMING SERVICE OPERATIONS)
Attorney Docket No.: 00-442)
_____)

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Technology Center 2100

Peoria, Illinois 61629-6490

May 10, 2004

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Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL REJECTION

Sir:

In response to the Official Action dated February 9, 2004, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Claims 1 - 27 are now pending in the application. Claims 2, and 17 have been canceled. In addition, Claims 1, 9, 11, 16, 24, 26, and 27 have been amended to further clarify the invention. The Amendment does not introduce new matter, and the entry is respectfully requested. Based on the above Amendment and the following Remarks,

Applicants respectfully request that the Examiner reconsider all outstanding objections and rejections, and that they withdraw them.

TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number	09/740,443
Filing Date	12/19/2000
First Named Inventor	Brian P. Anderson
Art Unit	2126
Examiner Name	Lechi Truong
Attorney Docket Number	00-442

ENCLOSURES (Check all that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> Fee Transmittal Form
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Remarks

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	W. Bryan McPherson III, Registration No. 41,988
Signature	<i>W. Bryan McPherson III</i>
Date	May 10, 2004

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope address to:
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Signature

W. Bryan McPherson III

Date

5/10/04

This collection of information is required by 37 CFR 1.17 and 1.27. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 37 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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